

MLTI

MLTI User Creation for Managed Distribution

Updated May 15, 2015

Requirements:

- Asset Manager account for your school(s)
- JAMF Site Admin account for your school(s)
- Device to User association

Summary:

This document describes the process for creating, editing and removing users associated to devices in the JAMF management system. By associating a user to a device, and setting the position field appropriately, users will receive an invitation to join Managed Distribution. This invitation, when accepted, provides the user with the suite of MLTI apps on their device.

Setup

Part 1 - Start of Year Import for New Users

IMPORTANT: Before you begin...

DO NOT re-import existing users.

REVOKE apps from departing users first (see Part 5)

The following instructions are meant **ONLY** for new incoming users.

1. Download bulk device assignment template from Asset Manager <https://assetmanager.mlti.net>. Go to Asset Manager > Modules > Asset Tracker and click Bulk Device Assignment Page.
2. Download the template.
3. Open the template file and update the User ID field in the template with a unique user identifier for each user who will be receiving each device. For Primary Solution staff with both a MacBook Air and an iPad mini, you will put the same User ID in for both devices. Only use alphanumeric and valid e-mail characters (. @ _) in the UserID field. The user identifier is simply an internal ID used to create a unique identifier and a means for you, the tech lead, to identify what user you have assigned to each device.
 - *Does the User ID need to be an email address?* No, it does not.
 - *Does the end user need to know their User ID?* No, they do not.
 - *Does the User need to be unique across the state?* Yes, the User ID needs to be unique. During import, feedback will be provided in the event that the User ID is already in use.
 - *Is a User ID required OS X devices in an Alternate Solution school?* Yes.
4. Save file as .csv
5. Go to <https://maine.jamfcloud.com/bulkupdate> and log in with your JAMF site admin account and password.

6. Click the **Assign** button and choose the .csv file saved in Step 4.
7. Review the summary data.
8. Click the **Save** button.
9. Once this is complete, all users (MacBook Air and/or iPad) will see an invitation to Managed Distribution appear in Self-service. Please note that this may not happen immediately and relaunching Self-Service may be necessary for the invitation to appear.
10. The user will accept the invitation on their device. Apps can be downloaded from the users Purchase History in the App Store or via Self Service.

Some tips for a successful import:

- ***Use the most up-to-date version of Safari on your MLTI issued MacBook Air when performing the import.***
- ***Delete rows that contain your Apple TVs (asset starts with 7) and Caching Server (assets starts with 6).***
- ***Delete rows for spare devices and devices that you are not assigning to a specific user.***
- ***If you are using serial numbers as your User IDs and are part of the Primary Solution, delete the rows containing your teacher iPad mini devices. The teacher must accept the invitation on their MacBook Air for both the OS X and iOS apps.***
- ***Make sure your file does not contain any blank rows.***
- ***Make sure your User IDs only contain valid email characters as noted above.***
- ***The Phone Number field can be used to identify graduating class (e.g. '2018').***

Part 2 - Removing User/Device Association

You have a user that has left the school. These steps document the process to remove the user to device association in the JAMF management system and revoking the MLTI Apps from that user.

1. For iOS devices:
 - Verify the user has logged out of iCloud.
 - Verify the user has performed 'Erase all Content and Settings' on the device.For OS X Devices:
 - Erase using the MLTI Restore process described in the MLTI Yosemite Update document.
2. Go to JAMF <https://maine.jamfcloud.com>, log in with your site admin ID and find the device record for the user.
3. Clear the Position field from User & Location in the Device record and Save.
4. Remove user from scope of any school provided VPP MD assignments. *(Only applicable for schools participating in Apple Volume Purchase Program for MLTI users at the local level.)*
5. Clear the Username field from User & Location in the Device record and Save.
6. Go to Users and find the User Record for the user you want to delete. Delete the User Record.
7. Enter the device serial number in the Username field in User & Location in the Device Record and save.
8. The User should receive notification that Apps are no longer assigned to them.

| Solution Type | Student | Faculty |
|---------------|-------------------|-------------------|
| Primary | Primary_Student | Primary_Faculty |
| Alternate | Alternate_Student | Alternate_Faculty |

Part 3 - Adding User/Device Association

You have a new user arrive at your school. You will create a User ID and assign the user a device. Refer to **Step 1 Start of Year Import** for details about the User ID. There are 2 methods for associating a new user to a device:

- Use the MLTI User/Device Assignment tool to import the new user association.
or
- Create the user in JAMF and associate with a device or devices.

METHOD 1: MLTI User/Device Assignment tool

1. If necessary, re-download the template of devices from Asset Manager
2. Update User ID for the device being assigned to the new user
3. Save as .csv file
4. Go to <https://maine.jamfcloud.com/bulkupdate> and log in with JAMF site admin account
5. Click the **Upload CSV** button and choose the .csv file you just saved.
6. Review the Summary Data and click the **Save** button.

METHOD 2: Creating User in JAMF

1. In JAMF, find the device record and go to User & Location
2. Add the User ID in the Username field
3. Add the appropriate position in the position field and save:

Part 4 - Changing User/Device Association

An existing user receives a replacement device due to a service event. These steps document the process to change the User assignment on a device.

1. Find the old Device Record in JAMF.
2. Clear the Username field from User & Location in the Device Record and Save.
3. Find the new Device Record, enter existing user ID in the Username field in User & Location for the new device.
4. User info is now associated with the new Device Record.
5. User signs in with Apple ID at Setup Assistant on replacement device.

Part 5 - End of Year Import - Bulk Disassociation

1. Download bulk device assignment template from Asset Manager <https://assetmanager.mlti.net>. Go to Asset Manager > Modules > Asset Tracker and click Bulk Device Assignment Page.
2. Download the template.
3. Open the template file and remove all lines with the exception of those devices that are assigned to users who will not be returning. For each device, copy the serial number from the 'Serial Number' column (Column B) to the 'Delete' column (Column J).
 - Will this delete the device? No, it will not.
 - *Do I need to know any current information?* No, only asset tag & serial number are required to disassociate the user from the device.
 - *What happens to the user?* MLTI apps are revoked, and the user is disassociated from the device and your also from your site, thereby revoking any locally assigned apps.
4. Save file as .csv
5. Go to <https://maine.jamfcloud.com/bulkupdate> and log in with your JAMF site admin account and password.
6. Click the **Revoke** button (you will be prompted to verify your selection) and choose the .csv saved in step 4.
7. Review the summary data.
8. Click the **Save** button.

Additional Resources:

MLTI Asset Manager: <https://assetmanager.mlti.net>

MLTI Casper: <https://maine.jamfcloud.com>

MLTI User/Device Assignment tool: <https://maine.jamfcloud.com/bulkupdate>

If you have any questions or issues with this process, please escalate by calling the MLTI AppleCare Help Desk at 800-919-2775 and use the pin# 4MLTI.